



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

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**PT Communications, Inc.**  
**for quarter ending March 31, 2009**

<b>Performance Data</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Quarterly Average</b>
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.00	3.00	3.25	3.08
B. Operator Answer Time - Information [730.510(a)(1)]	4.25	4.00	3.80	4.02
C. Repair Office Answer Time [730.510(b)(1)]	30.00	33.00	37.00	33.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.00	23.00	24.00	24.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.00%	97.00%	96.00%	96.60%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.00	1.25	1.40	1.22
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	5.80%	6.20%	6.00%
I. Percent of Installation Trouble Reports [730.545(f)]	12.00%	13.00%	15.00%	13.30%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

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**Comments**



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